

Shower Hardware Warranty Certificate

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is given by Lincoln Sentry Group Pty Ltd (ABN 59 010 624 389) ("Lincoln Sentry") 243 Bradman Street Acacia Ridge 4110, phone 1300 551 919 and email marketing@lincolnsentry.com.au.

Lincoln Sentry also warrants the following terms set out below in relation to its Shower Hardware range manufactured and supplied by Jiangmen Decormate Hardware Co., Ltd ("Products").

1. **Warranty** - Subject to the exclusions in clause 5, for the Warranty Period of 3 years from the date of the invoice of the Product by Lincoln Sentry, Lincoln Sentry warrants that the Products supplied to you will, under normal use, be free from defects arising in the manufacture of the Product.
2. **Lincoln Sentry only** - This warranty applies only to Products sold by Lincoln Sentry.
3. **Making a claim** - To make a warranty claim you must, within 28 days of any alleged defect or failure of the Product first becoming apparent, send a copy of the receipt of purchase, together with the below Warranty Claim Details completed (attach extra pages if necessary), to Lincoln Sentry at 243 Bradman Street Acacia Ridge 4110. You are responsible for the expense of making a claim under this warranty. All warranty claims are subject to inspection and testing by Lincoln Sentry to determine the cause of defect or failure.

However, Lincoln Sentry will not pay the costs of, removing the existing Product, or reinstalling the new Product, or any associated costs or any variations in replacement Product. Repairs and replacement parts are subject to available stock. Lincoln Sentry reserves the right to not repair a Product, but to instead provide a replacement Product. If an exact replacement for the Product is not available, Lincoln Sentry reserves the right to replace the Product with the closest possible match to the original Product.

5. **What the warranty does not cover** - Subject to clause 7, this warranty does not extend to fair wear and tear or any damage, defects or failures in the Product which (in Lincoln Sentry's opinion) directly or indirectly arise from or are due to:
 - a. **inappropriate use** - use contrary to the instructions for the Product, or use of the Product other than for the purpose for which they were designed;
 - b. **abuse or accidental damage** - accidental or intentional damage to the Product;
 - c. **abnormal conditions** - including but not limited to environmental forces including for example temperature, water, fire, humidity, pressure, stress or similar;
 - d. **heavy weight or impact** - fixing heavy objects to the Product; applying substantial weight to the Product, including by leaning or pushing on the Product, or applying excessive impact to or mishandling the Product, including the impact caused by objects scraped along or thrown at the Product, or exceeding recommended weight capacity;
 - e. **chemical damage** - exposing the Product to acidic or corrosive materials, cosmetics or chemicals including for example dyes, solvents, bleach, inks, acetone, denture cleaner or photo developing fluid;
 - f. **using inappropriate household cleaning products** - such as abrasive cream or powder cleansers, Jif, furniture polish/wax/powder, bleach, mentholated spirits, drain cleaners, or strongly alkaline or acidic cleaners;
 - g. **damage to protective layer** - damage to chrome and powder coated finishes caused by damage to the Product's protective layer;
 - h. **structural or support changes** - in or affecting the building or the application where the Product has been installed (which can cause twisting, warping, bowing, cupping or shrinkage of the Product), including movements caused by hydrostatic pressure resulting in the expansion or contraction of the glass, wall or other structure/surface on which the Product is installed;
 - i. **incorrect installation** - failure to install correctly, including not following the recommended installation instructions or use of the Product with inappropriate glass or other structures;
 - j. **unauthorised modifications** - any modifications to the Product by any person; or
 - k. **inadequate maintenance** - including failure to follow procedures set out in the Product information or maintain the Products as recommended by Lincoln Sentry; or
 - l. **colour variations** - any variations with the colour finish within the Product including any replacement Product, or any ageing or fading of colour, shine or gloss level.
 - m. **overhaul, replacement or repair** works undertaken prior to approval from Lincoln Sentry of any warranty claim.
6. **Validity** - This warranty becomes valid only when Lincoln Sentry has been paid in full for the Product.
7. **The benefits** given by this warranty are in addition to any rights and remedies available under the law.

This warranty certificate is not intended to create a contract between Lincoln Sentry and the purchaser.

Warranty Claim Details

Product description: _____

Purchased from: _____

Your name: _____

Address: _____

Telephone: _____

Installed by: _____

Installation date: _____

Invoice No: _____

Describe use of the product: _____

Describe product defect: _____

4. **What Lincoln Sentry will do** - If a claim is made under clause 3 and it is established to Lincoln Sentry's satisfaction that there is a manufacturing defect in the Product in breach of the warranty in clause 1, then Lincoln Sentry will provide replacement Product (in a manner Lincoln Sentry considers reasonable).